

Position Title	Practical Placement Officer
Portfolio	Education
Division	Health and Community Services
Department/Cost Centre	Community Services - 01841
Classification	Specialist Staff Level 3
Position Number/s	101995
Reporting to	Teaching Education Manager - Community Services
Supervises	NIL

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

To better meet the demands of the fast paced world of 21st Century business, our courses are designed by industry and taught by professionals.

With over 150 courses on offer, we are well suited to provide quality hands-on training across the major business sectors. Plus, our teachers, training facilities, support services and direct links with industry are second to none. Our campuses are located in Warrnambool, Portland, Hamilton and Colac, with facilities and services set to expand as the region grows.

Our **Ambition** – Education that Creates a lifetime of opportunity for all.

Our **Purpose** – We provide accessible and equitable training and education opportunities that enable our students, industry partners and communities to flourish.

Our **Values** are:

- **Integrity & Impartiality** - We are transparent and ethical in all that we do, every day
- **Respect & Human Rights** - We demonstrate trust, understanding and embrace diversity
- **Leadership** - We will be forward thinking, collaborative and inspirational
- **Accountability** - We take ownership of our actions and deliver on our promises
- **Responsiveness** - We will deliver and respond with care.

Division Overview

The Division of Health and Community Services is responsible for the delivery of Health, including Diploma of Nursing and Community Services courses including; Community Services, Individual Support and Disability programs across all the SWTAFE campuses. It also offers a range of short courses to the community.

The Division has staff based at Warrnambool, Portland, Hamilton and Colac but may conduct programs in other regions of Victoria, The Division utilises a variety of delivery modes that provide for effective and sustainable programs that include: on-campus, Smart Classroom (video conferencing), on-line learning, flexible delivery, workplace based delivery, recognition of prior learning (RPL), commercial and other fee for service work.

Position Overview (Your Opportunity)

The Practical Placement Officer ensures that student placements are well managed so that the students experience is positive and contributes to their educational and professional development.

To be effective in this position, the incumbent requires a sound understanding of the operations of the division and must establish a positive rapport with all members of the division. Client and customer focus is pivotal to this role.

It is also vital that positive and productive relationships with all relevant community services industry personnel be developed and/or maintained.

Key Accountabilities

All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation, These accountabilities include but are not limited to:

Your Position

- Act as the first point of contact in relation to the management of student placements, completing all necessary arrangements to ensure effective and efficient processes and the maintenance of accurate records of students and placement providers.
- Manages student placements in specified program areas and ensures placements are supported and adequately supervised. This involves working closely with relevant teachers and fostering a team approach to placement management.
- In conjunction with relevant teachers, works to develop and maintain effective relationships with representatives from organisations. This includes producing written correspondence to, and responding to telephone enquiries from organisations.
- Ensures that the placement requirements specified by the Department of Education, ACWA, the Community Services and Personal Support departments are fully implemented and that professional and ethical standards are maintained in the placement of students
- Undertakes information sessions, and establishes and maintains effective communication and working relationships with all students prior to, during and after their placements.
- Maintains accurate records of all activities related to student placements which include entries into the SMS or other required system.
- Develops and provides reports to the Teaching Education Manager on placements and outcomes.
- Manage student placements in specified program areas and ensure placements are supported and adequately supervised
- Establish and maintain good rapport with all members of the division.
- Assist with other relevant activities as required.
- Provide high level administration through:
 - the timely and efficient organisation of student placement opportunities
 - the general maintenance of relevant files and records for student placement such as documentation of current NDIS worker screening checks, Working with Children Checks and Police Checks
 - the organisation of placement related meetings, including development and distribution of agendas and minutes as relevant
- Support division staff in their day to day use of the Student Management System (SMS) including entering relevant student data on SMS in accordance with authorised requests post student placement.
- Manage the annual review of placement Logbooks, forms and employers' information packs and other materials for staff, students and employers. Tailor documentation to specific disciplinary needs where necessary.

Your Organisation

- Recognise areas in which guidance and support is required from the relevant manager and seek appropriate assistance
- Keep up to date with relevant information and industry best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seek to maintain a healthy and safe work environment
- Commit to access and equity principles in carrying out work functions
- Actively participate in the organisation's Achievement Development Programme (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

Key Selection Criteria (Key to Success)

The successful candidate will demonstrate the best combination of the following characteristics;

- Demonstrated experience in stakeholder and relationship management with internal and external stakeholders, including staff, students and representatives of organisations
- Demonstrated ability to work within a quality framework and enhance systems and procedures to create organisational improvements.
- Demonstrated experience and expertise in providing high levels of customer service, with the ability to relate well to people at all levels providing courteous, informative and accurate responses to all enquiries.
- Demonstrated excellent organisational and administrative skills, with the ability to use initiative, accept responsibility and function effectively with limited supervision.
- Proven time management skills, with a demonstrated ability to meet deadlines, achieve goals and to work concurrently on, and prioritise, multiple tasks and work schedules. Flexibility with working arrangements is essential.
- Demonstrated competence in the use of the Windows operating environment, including a sound operational knowledge of the MS Office products, Internet based applications and database management software. The ability to research the Internet is required.
- Proven ability to work effectively and collaboratively as part of a team.

Qualifications and Requirements

Mandatory requirements

- Diploma of Community Services or equivalent qualification in the Health or Community Services Sector
- Knowledge of the Vocational Education and Training sector
- Employee Victorian Working with Children and satisfactory Police Check
- Highly developed ability to use Microsoft Office products including Excel.

Highly desirable requirements

- Demonstrated ability and relevant experience in the development and coordination of a student placement unit or other relevant role
- Certificate IV Business or equivalent and relevant experience
- Certificate IV in Training and Assessment and/or an understanding of training packages.

Additional Information

- South West TAFE supports Equal Employment Opportunity and are committed to make diversity, equality and inclusion part of everything we do – from how we develop and deliver our courses, to how we build our diverse workforce. We actively encourage applicants from all backgrounds to apply
- South West TAFE is a child safe organisation focusing on the wellbeing and inclusion of children and young people
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2023
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive
- SWTAFE may alter this Position Description if and when the need arises to best suit the operation requirements of the position
- Any member of SWTAFE may be required to work at any site dependent upon business needs

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager		
Approved by	Department Executive Manager		
P&C review	People & Culture		
Agreed by	Incumbent		